

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Reding et al. Confirmation No.: 7856  
Serial No.: 09/154,965 Art Unit: 2642  
Filed: September 17, 1998 Examiner: W. Deane Jr.  
Title: Methods and Apparatus for Automating the Servicing of Telephone Calls..

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the documents listed on the attached form PTO-1449. It is respectfully requested that the documents be expressly and independently considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is being submitted before the mailing date of either a final action or a notice of allowance and is accompanied by the requisite fee of \$180.00.

Each of the documents listed on the attached form equivalent to Form PTO-1449 is in the English language.

According to the Official Gazette, October 12, 2004, the Office hereby waives the requirement under 37 CFR 1.98(a)(2)(i) for submitting a copy of each cited U.S. patent and each U.S. patent application publication for all U.S. national patent applications. Therefore no copy of any patent or patent application publication is submitted herewith.

It is respectfully requested that the documents cited in this Information Disclosure Statement be independently considered by the Examiner.

Please charge any shortage in the fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 07-2347, and please credit any excess fees to such deposit account.

Respectfully submitted,

Date: September 21, 2006

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FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO.  00-VR02.27	SERIAL NO.  09/154,965
LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)		APPLICANT(S): Craig Reding	
		FILING DATE 09/17/1998	GROUP
		2642	

## U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
	4620066	10/1986	Bushnell et al.			
	4797911	01/1989	Szlam et al.			
	4797911	01/1989	DauGelin			
	4922519	05/1994	DauGelin			
	4959855	09/1990	DauGelin			
	5309504	05/1994	Morganstein			
	5163083	11/1992	DowGen et al.			
	5181237	01/1993	DowGen et al.			
	5210789	05/1994	Jeffuss et al.			
	5361295	11/1994	Solomon et al.			
	5450476	09/1995	D'Apuzzo et al.			
	5465286	11/1999	Clare et al.			
	5535256	07/1996	Maloney et al.			
	5550899	05/1994	McLeod et al.			
	5559878	05/1994	Keys et al.			
	5621729	04/1997	Johnson et al.			
	5703943	12/1997	Otto			
	5790798	08/1998	Beckett, II et al.			
	5901209	08/1998	Tannenbaum et al.			
	5926754	07/1996	Cirelli et al.			
	5974135	10/1996	Breneman et al.			
	5987115	11/1999	Petrunka et al.			
	5991369	11/1999	Petrunka et al.			
	6064874	05/2000	Cox et al.			

## FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER	DATE CONSIDERED
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</p>	